



VIKAS SAHRAWAT

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PROFILE

A highly experienced strategist with demonstrated leadership qualities to drive organizational growth and profitability even in a competitive environment. Process-oriented hotelier with 20 year's experience in hospitality industry. Extensive international experience including luxury hotels, cruise liners, business hotels and pre-opening hotels. Hands on person who loves challenging situations where my capabilities are best utilized and enhanced. Possess out of the box thinking attitude and have proven track record in clear understanding of budgets, cost optimization and increase in revenue. Expert in analysing existing operations, implementing strategies, processes, teamwork to enhance profitability and guest's delight.

SKILLS

Concept Development
Training & Team Building
Advanced Excel
Pre-opening
Staff Retention
Inventory Management
Productivity Improvement
Revenue Management
Budget
Business Development
Operational Excellence
Hotel Management

EXPERIENCE

Head of F&B, Aamby Valley City, Lonavala

Duration: July 2017 – Jan 2020

Aamby Valley city 'life's finest abode' is 345 room resort and 700 villas spread over 10,600 acres consisting of 13 F&B outlets, indoor and outdoor banqueting facilities with capacity ranging from 12 to 3,500 guests.

- Analyse niche market data, accordingly developed annual festival and promotional calendar for outlets
- Increased guest satisfaction by around 20% by emphasizing training in SOP and product knowledge
- Introduced new software to track guest satisfaction real time
- Introduced better innovative attractive visual appeal to guest offerings in the various outlets
- Played vital role in developing hotel's strategic plan
- Identification of training requirements and plan the trainings in the subsequent weeks
- Market intelligence of latest trends, systems, practices, equipment in hospitality to ensuring market leadership
- Opened a new outlet lake front café outlet at minimal cost by using in-house expertise
- Developed concept of food truck and opened food truck
- Increased incremental revenue by decreasing certain costs and incentivizing
- Introduced biannual change of food and beverage menus of all outlets
- Capex requirement for next financial year and ensuring its adherence
- Assisted GM in refurbishing the 200 Australian Wooden chalets
- Innovative ideas for big fat weddings and luxury M.I.C.E.
- Successfully held many high profile M.I.C.E. event where who's who of India attended and VVIP protocols were observed.

F&B Manager, Radisson Blu, Marina, Connaught Place, New Delhi

Duration: June 2016 – Dec 2016

Delhi's first heritage, boutique, city centre hotel with 90 rooms and 4 restaurants and bar with board room for conference

- Generated new avenues of revenue generation by introducing the events at high tea time
- Managed to stop leakages and pilferages
- Reduced the beverage cost from 30% to 23% & food cost from 35% to 28%
- Achieved the best mystery audit score of all times for Carlson brand standards
- Design and execute the promotions and marketing strategy of the department
- Prepare annual departmental revenue and expense budget
- Provide mentoring, coaching and regular feedback to help improve team
- Increased the vendors and improved terms in vendor contracts
- Developing, revising the SOPs of the department and ensuring strict compliance
- Enhance guest satisfaction at every contact in the hotel
- Analysed competition, latest trends to champion the change to stay market leader

TRAINING

Industrial training at Hilton, New Delhi

Wine Training, Burj Al Arab

Certified Crowd Management, Cunard
Cruise liner

Certified Food Management System by
National Restaurant Association
Education Foundation

EDUCATION

Diploma in Hotel Management,
IHMCTAN, Pusa, New Delhi

Graduation: Bachelor's Economics and
Political Science from Delhi University

INTERESTS

Planation drive in society in
association with Swatch Bharat drive

Running, participated in fun run in
Dubai part of Dubai Marathon 2000-03

Keen participant of games
& Racket sports

Admirer of nature, love going to
wildlife sanctuaries

F&B Manager, Ramada, Gurgaon

Duration: Oct 2014 – June 2016

A business hotel surrounded by corporates, residential multi stories is a 94-room property with 3 restaurants and bar, huge indoor and outdoor banqueting to accommodate around 1500 guests

- Monitor competition & industry trends to maintain market leadership in innovation, pricing, visibility & revenue
- Bespoke for annual audit of hotel, coordinate all requirements and report to GM for any financial approvals
- Streamlined beverage cost and reduced it by 12%
- Increased F&B revenue by 22% year on year
- Prepared annual departmental budget and ensured its achievement
- Designed promotions and marketing strategies for department
- Increased guest satisfaction rating by 20% at online portal in a span of one year
- Reduced staff attrition level considerably by staff engagement activities at various levels
- Responsible for all variable cost controls to ensure maximum profitability
- Analyse training requirement and ensure the monthly training calendar is prepared accordingly

F&B Manager, Radisson Blu, Haridwar

Duration: Oct 2013 – Oct 2014

A hotel in the centre of industrial hub of Haridwar is perfect for business and leisure travellers, with 129 rooms and 3 restaurants and bar with huge banquets for up to 700 guests

- Played vital role in preparing special long weekend packages with travel agents under GM leadership
- Spearheaded a committee responsible to ensure high GSTS score
- Introduced the imported beverages to the hotel and became first hotel in city to have
- Commissioned Club Lounge and banquet having 600 pax capacity
- Prepare marketing strategies for food and beverage department.
- Exceeded the budgetary target by 25% and year on year growth by 46%
- Budgeting and forecasting of the revenue with capex
- Responsible for all variable cost controls to ensure maximum profitability
- Developing, revising the SOPs of the department and ensuring strict compliance
- Liaison with local government departments for smooth operation
- Responsible for procurement of complete beverage requirements

Manager Food and Beverage, The Park Hotel, New Delhi

Duration: June 2010 – Sept 2013

A pioneer of luxury boutique hotel in India with 220 rooms, 5 restaurants and bar with banquet for upto 350 guests

- Meetings most of the guests and ensuring guests are delighted
- Develop outlet specific SOP's, its training and compliance
- Preparing promotional and festival calendar for the quarter and its implementation
- Italia was consecutively nominated for the Asia's finest restaurant by Miele guide award
- Analysing market, championing change and process analysis
- Menu analysis, engineering, and developing new menus
- Preparing monthly, quarterly and annual training calendar of the department
- Tracking and ensuring beverage cost is controlled within budgeted

DATE OF BIRTH

05th January, 1978

PLACE

Gurgaon, Haryana

Restaurant Manager, Galaxy Hotel, Gurgaon

Duration: Aug 2009 – May 2010

First five-star hotel, also first boutique hotel with shopping mall at Gurgaon has 80 rooms, 6 restaurants and bar with huge banquet for up to 600 guests

Restaurant Manager, Crowne Plaza Today, Gurgaon

Duration: Nov2007 – Dec 2008

Crowne Plaza is a 234-room property of IHG on the national highway perfect for business and leisure travellers

Pre-Opening Assistant Manager, Galaxy hotel

Duration: Apr 2007 – Nov 2007

First five-star hotel, also first boutique hotel with shopping mall at Gurgaon has 80 rooms, 6 restaurants and bar with huge banquet for up to 600 guests

Server, Queen Elizabeth- 2 ship

Duration: July 2003 – Sept 2006

British cruise liner based at Carnival house at Southampton, UK

Server Burj Al Arab Hotel, Dubai

Duration: Sept 1999 – July 2003

World's first seven-star hotel with duplex 202 rooms, 7 restaurant and bar with banquets for up to 200 guests

(Vikas Sahrawat)